# STATE OF COLORADO

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# **Health Improvement Team**

Monthly HIT Call June, 2013

**Location:** Colorado Department of Public Health and Environment

4300 Cherry Creek Drive South, Denver, CO 80246

In Attendance: Emily Kinsella WWC Unit Manager

Amanda Howard WWC Data Coordinator
Kris McCracken WWC Program Coordinator
MiYeoung Lee WWC Data Specialist

Jennifer Walsh WWC Nurse Consultant

#### Introduction and Attendance – Emily Kinsella

Ms. Kinsella welcomed everyone and noted that today's call would be mostly about year-end processes, timelines, agency responsibilities and objectives. She said the call would wrap up with some information about the upcoming fiscal year.

### Year-to-Date Program Results – Emily Kinsella

Ms. Kinsella noted that WWC did a bill run on Monday, June 15. This was the second-to-last bill run until the end of July or early August. Therefore, there will not be a bill run in July until the final bill run. She pointed out that there are only nine days left in the current fiscal year. Agencies should continue to screen women, perform diagnostics and keep the related data entry up-to-date. If an agency is getting close to reaching its cap, WWC has probably already talked to them about it. If an agency has not heard from WWC, or if an agency is unsure of its status, the agency is encouraged to contact lvy Hontz at 303-691-4002.

#### End-of-Year Data Entry and Data Cleanup – Amanda Howard

The most important objective for the next one month and nine days is getting agency data entered and cleaned up. Ms. Howard said WWC would like all agencies to focus on clearing cases off of Report 10. The only cases that should still be appearing on Report 22 are women who need diagnostics but who have not yet gotten in to get that done or who are waiting on a screening mammogram. She noted that many agencies depend on the 90-day auto closeout for normal CBEs that do not receive a screening mammogram within 90 days. However, if an agency has a fairly good idea of those women who are probably not going to use their mammogram referral, the agency should feel free to close out those cases prior to the 90-day auto closeout. Ms. Howard reassured that, even if the woman does end up coming in for her screening mammogram within 90 days, the case can always be reopened on eCaST.

Ms. Howard said that for those women who are classified as lost-to-follow-up, agencies should make an effort to get their inventions entered into the case management module so that the cases can be closed out, and the agency can be paid out of the current year's funds. She reiterated that, if the woman does come in and get her diagnostic procedure done, WWC can always reopen the case in the next fiscal year.

One of the participants asked what the agencies should close the cases out as. Ms. Howard explained that, if a woman had a normal CBE and has not used her mammogram referral for close to 90 days, or if the agency simply does not expect that the woman will use her mammogram referral, the case can be closed out as, "Mammogram not done, not needed. Follow routine screenings." On the other hand, if the patient had an abnormal finding, and the agency has made at least three interventions, the case should be closed out as "Lost to follow up." The three interventions must also be entered in the case management tool.

Ms. Kinsella invited agencies who might need individual assistance to contact Amanda Howard for help. Ms. Howard agreed and noted that she is working to ensure that eCaST data is cleaned up prior to the books being closed for the current fiscal year. She said she is available to help agencies get that accomplished. She reminded everyone about the 30-day grace period until July 29, 2013, that agencies have in order to get all their data entry done and cases closed.

Ms. Kinsella said it would also be great to get short-term follow-up entered into the system. She said whenever WWC ends up with some surplus funds, the program looks to directing those funds to paying out those cases that are already in the system. Thus, agencies should make every effort to get those cases entered into eCaST. Ms. Howard will manually review all of those cases for the final bill run and apply current year funds wherever she can.

Bernadette said that on cases coded as six-month follow-up, the system indicates "ineligible." Ms. Kinsella said that she will review the cases on a case-by-case basis in order to override the system if needed in order to apply any remaining current-year funds. Another participant wondered if agencies should be putting in their six-month follow-ups as new CSRs, or if they should be attached to the old CSR. Ms. Howard said they should always be entered as a new CSR. CDC and WWC both require that short-term follow-ups go on a new CSR. Besides being a CDC requirement, because CDC views this as a different cycle of care for the patient, it helps prevent the CSRs from appearing to be untimely (over 60 days). Because WWC will likely have surplus funding in the current fiscal year, agencies have a chance at getting paid for both CSRs, so agencies definitely want the six-month follow-ups on new CSRs.

Ms. Howard reiterated that any cases on Report 22 that are data entry errors need to be resolves and correct, so that an agency does not miss out on reimbursement for those cases.

# Year-End Procedures and Issues - Emily Kinsella

Ms. Kinsella pointed out that a lot of the year-end procedures and issues were outlined in a memo that she sent out on May 10, 2013. The memo was also included in this week's eConnect. She said agencies should email her if they do not have a copy of the memo.

Ms. Kinsella noted that the current fiscal year is a bit different in that agency contracts are worded differently. Thus, WWC was able to issue 14-month contracts, with a service delivery date of June 29, 2013, but the actual contract does not end until the end of August. This allows WWC to pay out current fiscal year funds for short-term follow-ups, etcetera, up until the end of August.

One of the participants asked about Report 10. She noted that her agency has a few cases that are not eligible for payment because the women have received services within the last 10 months. She

wondered if WWC could manually remove those cases from Report 10. Ms. Howard said that WWC could manually remove those cases. She explained that the agency could also clean up those cases themselves by changing the funding source on those cases to a source other than WWC. She cautioned that the agency should be careful to ensure that the cases are not eligible for WWC funding before removing them from Report 10. She said agencies could verify ineligibility of certain cases by contacting her directly.

Ms. Kinsella reiterated that agencies have through July 29, 2013 to get all data entered and cleaned up for all services provided through June 29, 2013. On July 30, 2013, the data on eCaST is expected to be finalized. Shortly thereafter, Ms. Howard will run the final bill run for the current fiscal year. Based on that final bill run, WWC will create grant fund change letters in order to shift funds between agencies that have not spent their entire budget and agencies that need additional funds because there were able to screen additional women. She said most agencies have received these letters in the past when WWC does budget reallocations. These letters will change agencies' contract amounts to more closely reflect actual spending. These letters will be issued by Wayne East, CDPHE's contract administrator. Once the grant change fund letters have been executed, final reimbursements will be processed for FY2013.

Once the final reimbursements have been processed, WWC will generate agencies' final contract management system ratings. These are the performance standards that are issued every four months. These final ratings are the official ratings that will actually end up in the contract system for the current fiscal year. Ms. Kinsella pointed out that agencies can make up HIT calls or clinical training on the new ASCCP guidelines throughout the month of July if needed.

One of the participants asked what the deadline to enter information into eCaST is. Ms. Kinsella said the deadline for data entry is July 29, 2013, 30 days after the end of services on June 29, 2013.

# Getting Started with Fiscal Year 2014 Contracts – Emily Kinsella

**FY2014 Contracts:** The WWC is awaiting official notice of award from the CDC before executing agency contracts that begin June 30. Most of the contracts are ready to go, and as soon as WWC receives official word, Wayne East will start sending out notifications to agencies that the contract has been executed. Agencies should not begin screening women until that email is received. Kris McCracken and Ivy Hontz will follow up to make sure that all agency contracts have been executed and that all agencies have received notification. The paper copies of the contracts will follow by mail, but agencies do not have to wait for the paper copy of the contract as long as they have received Wayne's email. Ms. Kinsella said that she will also make a note in eConnect when contracts begin to go out. She invited agencies to contact WWC if they have questions or concerns regarding execution of their contract.

**Post-Award Meeting/WWC Orientation:** This meeting will be held on Friday, July 12, 2013 at 9:00 a.m. Agencies are welcome to attend at the meeting in person or via webinar. Ms. Kinsella asked agencies to RSVP for the meeting. There is a link available in the most recent eConnect, and Ms. McCracken also sent out an email recently. If agencies do not have that information, they are welcome to contact WWC. This meeting will feature a review of all program requirements and agency responsibilities.

One of the participants asked if the webinar would be from 9:00 to 3:00 as well, and Ms. Kinsella said that it would be. She noted that the webinar would be recorded for later viewing if needed. One of the participants thanked WWC for making the webinar available for delayed viewing. She noted that Friday, July 12 is the same day as Relay for Life in the San Luis Valley.

**New eCaST Data System:** WWC is very excited about the new and improved eCaST system. With the new system, agencies will no longer have to log in through a separate portal, but will be able to log in directly into eCaST, which should be more efficient. Also, agencies will not have to submit a renewal for the eCaST access form because this will no longer be used. Continuing agencies will continue to enter data into the old eCaST data system until they receive notification from WWC. WWC will not track/rate data entry timeliness for July and August.

New contractors must complete eCaST training before WWC will send the test module, so once the new system is live, data entry personnel will feel comfortable entering different types of screenings. During training, new agencies can learn more about the WWC program and about contract requirements.

Some agencies did not respond the training invitation that was due on June 14. These agencies are asked to contact Ms. Lee in order to arrange for registration to attend other trainings. Trainings will be available monthly if agencies are not able to attend the current training.

The first bill run for the new fiscal year will be in August.

Questions regarding eCaST should be directed to MiYeoung Lee at 303-692-6256 or by email.

One of the participants asked if current users had to do the eCaST forms this year, and Ms. Lee said current users do not have to do those this year. She said, during training, agencies will learn how to access the new eCaST data system. Ms. Howard said agencies' last renewal for the old eCaST will be extended for one additional month so that data entry can be continued to July.

Nora wondered if eCaST forms needed to be submitted for a new hire at her agency in order to get them started. Ms. Howard wondered if the new hire would be involved in closing out the current fiscal year. Nora said she could wait and start the new hire on data entry for the new fiscal year. Ms. Lee said that would probably be better for the new employee to start with the new eCaST system because the old and new systems are a little bit different in how data is entered. Nora asked if she would still have to submit a form for the new employee to have access to the new system, since she was not in the old system. Ms. Lee explained that the new system is accessed via a Web-based application. Agency personnel will request access, and requests will have to be accepted by Ms. Lee. Once the request is accepted, personnel will enter their information in order to be granted access. As soon as approval has been made at the agency-level, personnel will have access.

Ms. Kinsella said the best approach would be to have any new personnel attend the new eCaST training. In fact, the training will be helpful for continuing employees as well. Several opportunities for this training will be available over the next couple of months with monthly trainings offered thereafter. New eCaST will go live sometime after the final bill run in late July/early August. She reiterated that eCaST training questions should be directed to Ms. Lee. She also noted that an eCaST training session would be held at the end of the post-award/WWC orientation meeting on July 12, so agency personnel may choose to stay at the Department all day or stay online all day and get their eCaST training that day. Other sessions will be offered as well.

**Contract Startup Checklist:** Ms. Kinsella noted that Ms. McCracken had sent out a contract startup checklist of items for agencies to do to get ready for next year. The checklist is also posted on the website, or agencies can contact Ms. McCracken directly. On the WWC website, there is a section for FY2014 that contains much of the information discussed in today's meeting, such as the startup checklist, training dates, post-award meeting date, and etcetera.

For the new contractors, there are a lot of required items, but for existing contractors, most of the items are recommendations and things to think about. One of the required items that must be completed by 15 days after the contract execution date is to update agency contacts and subcontractors. This will be accomplished via Survey Monkey this year. The links to the survey have been provided in the last couple of eConnects and are also available on the website. It would be helpful if these contacts could be updated as soon as possible.

**Bundled Payment System Levels for FY2014:** Ms. Kinsella noted that she had sent out the bundled payment levels for the new fiscal year. These levels are effective with the August bill run, or the first bill run of the new fiscal year. This also included an updated CPT code list. Both of these items are also available on the website.

The only significant changed to the bundled payment system was decreasing levels B1 and C1 by \$5 each, which of course flows through all of the higher levels, decreasing each by \$5. There were two main reasons for this change: First, the change puts WWC's B1 and C1 combined total more in line with a typical office visit charge for Medicare. Secondly, the new eCaST will make it easier to get paid for B1 and C1 services. Neither a CBE nor a pelvic examination is required for providers to get paid at the B1 or C1 level. Instead, providing breast and/or cervical education and obtaining a breast and/or cervical history are sufficient for a provider to be reimbursed at B1 or C1. Ms. Walsh is working on outlining exactly what that would entail. This change was prompted by the fact that WWC's Medical Advisory Committee had talked about CBEs and pelvic exams not being evidence-based or best practices. WWC wanted to align its payment system with best practices/evidence-based practices and not force providers to do CBEs or pelvic exams in order to get reimbursement for the patient encounter.

Bernadette asked about short-term follow-up. She wondered if agencies should not enter short-term follow-up starting on July 1. Ms. Kinsella noted that short-term follow-ups can be entered. She said that WWC will try to be a little bit clearer on its short-term follow-up guidance. It is basically what the program has been doing all along. In general, WWC will pay an agency for the first cycle of care for a client within a year. The agency may then enter additional cycles that could potentially be eligible for payment if the program has funds remaining at the end of the fiscal year. In certain cases, WWC would always pay the additional cycle, such as when a patient presents with new symptoms, or if a case ended in a B4 or a C4.

Ms. Howard also noted that, in the new system, agencies will be able to enter short-term follow-up ultrasounds on their own, which will be helpful for everyone.

Ms. Kinsella said the program would continue to issue reminders about year-end/beginning of the year deadlines in eConnect, so that all agencies are aware of the program timelines.

# Meeting Adjourned/Final Roll Call - Emily Kinsella

Ms. Kinsella asked all new providers to remain on the line until after the final roll call to see if there are any questions or issues pertinent to the new providers.

Carolyn said that she was still not receiving the eConnect. Ms. McCracken thanked her for letting her know.

Jessica asked for additional information about the webinars. Ms. Kinsella said that the information had been sent to Laura Montoya, so Ms. Montoya should be passing that on. The information is also available on the website. Ms. McCracken said she would forward that information.

Martha from Teller asked about the training on the July 12, the post award meeting. She said that Darlyn was planning on attending, but she wanted to confirm that she could do it as a webinar instead. Ms. Kinsella confirmed that the webinar was definitely an option if Darlyn would prefer not to attend the meeting. Ms. McCracken asked if Darlyn could let WWC know, just so they knew how many people to expect. She also asked how soon the recorded webinar would be available after the meeting. Ms. McCracken said that it should be available within the next week after.

Ms. McCracken took a final roll call.